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**TO: Economic Support Supervisors
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Training Staff
Child Care Coordinators
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers**

**FROM: Amy Mendel-Clemens
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BHCE/BWP OPERATIONS MEMO

No: 04-39

DATE: 08/02/2004

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input checked="" type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	WtW	<input type="checkbox"/>		
Other	EP	<input type="checkbox"/>	★		

PRIORITY: HIGH

SUBJECT: Eligibility Management Handbook Changes

CROSS REFERENCE: Ops Memo 01-85, 03-44

EFFECTIVE DATE: August 2, 2004

PURPOSE

This memo explains changes to online Eligibility Management (EM) policy handbooks. These handbooks include the Medicaid Eligibility Handbook (MEH), the Food Stamp Handbook (FSH), the Income Maintenance Manual (IMM) and a forthcoming handbook titled the CARES Worker Web Process Help (CWW Process Help).

BACKGROUND

The MEH and FSH are being rewritten to make them easier to use on the Internet and reorganized so that they reflect the Medicaid and food stamp case flow. The IMM will be updated and put online for the first time. The CWW Process Help will eventually replace the CARES Guide for IM programs and contain processes that are both CARES related and task-related.

The Division of Health Care Financing is converting the handbooks into a new format that is easier for workers to use. The changes being made to the handbooks include:

1. A new handbook software program is used which will allow users to find policy information quicker.
2. The MEH and FSH are being re-organized into eight chapters with the same structure. The new structure will match the MA and FS case flow.
3. The logic flows for the FSH and MEH are being eliminated and incorporated into the new narrative-based chapters of the handbooks.
4. Font sizes, types, and bulleted lists in the IMM, MEH, and FSH will be consistent.
5. The IMM will be updated and put online for the first time.

POLICY

The FSH and MEH will have the same basic structure for the main chapters.

1. General Program Requirements
2. Applications and Review
3. Non-financial Requirements
4. Financial Requirements
5. Specific Programs
6. Ongoing Case Management
7. Benefits
8. Appendix

The handbooks are presented in the order a case flows. For example, applications are discussed before reviews, non-financial eligibility information is before financial information, etc.

LOOK AND FEEL

In addition to the reorganization of content, the handbooks will have a new look and feel. The current online MEH is in pdf format only. It will be replaced with an online format that is similar to the current FSH:

- The information will be presented in both html format and pdf format.
- Chapters and subchapters will appear in the left Navigation Pane.
- Books can be opened by clicking on them to reveal either subfolders or policy pages.
- When a policy page is clicked, the policy will appear on the right side of the screen in the policy pane.

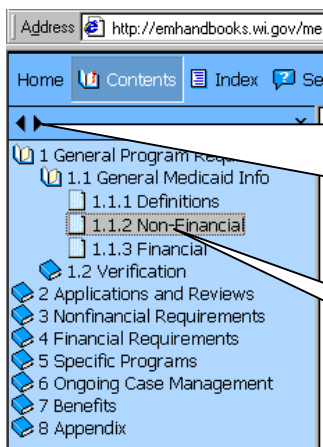
The current FSH can be found at <http://www.dwd.state.wi.us/desfshbk/handbook/>.

LOOK AND FEEL IMPROVEMENTS

Information in the current online FSH is broken into the smallest subsection per web page. This created many web pages and users complained that there was no flow of information and that the policies didn't always make sense when broken up into small pieces of information. This has been corrected in the new handbooks. Subsections related to a major topic will all be included on the same web page.

In addition, each EM handbook will:

- Include next page/ previous page links so the user can easily move on to the next topic in a handbook. These links are found in the Navigation Pane on the left of the handbook.
- Be color coded so that the user can easily tell which handbook he/she is using.
- State the name of the handbook in a header at the top of each page.
- State the section and subsection clearly at the top of each page.



Once inside the handbook, you can move to the next policy page by clicking on the right arrow. To see the previous policy page, click on the left arrow.

Or, just click on a policy page icon to view any policy page.

The toolbars at the top of each handbook will be consistent and have the following links:

Home – Links to the handbook homepage.

Contents – Brings up the contents in the navigation pane, if it's not already showing.

Index – Links to an active index of important words in the handbook. The words in the index are hyperlinks to the page(s) where the word(s) appear.

Search – Links to a search engine.

Glossary – Links to a glossary of terms found in the handbook.

Blue Sheets/Green Sheets – Links to the pages that describe changes made to the handbooks.

PDF Versions – Links to PDF (printable) versions of the handbook, including prior versions of handbooks.

Help – Links to a help menu that explains how to use the handbook.

USER HELP ➤ This memo provides only a brief description of the new formats used in the handbooks. Included in the Help section are several Macromedia Flash demonstrations or small “movies” that show a cursor performing an action on your screen. You can pause, stop, and replay the demos as often as you want using stereo-like controls underneath the demo.

Eligibility Management – Links to the Eligibility Management (EM) homepage; this is a resource page with other links to sites needed by IM workers.

HISTORICAL VERSIONS

Previous versions of policy can be found in two ways:

1. By clicking on the PDF Version link in the toolbar and selecting the full handbook effective for a certain time period. Find the section within that handbook to find the prior policy.

OR

2. On a specific policy page, click on the **View History** link in the upper right hand corner. If this policy page was changed since the 04-03 release, a link will be found to the historical policy for that section only. Policies older than 04-03 can only be found in the PDF versions.



Wisconsin Department of Health and Family Services Medicaid Eligibility Handbook

4.2.5 CALCULATING IM INCOME

Calculate IM *income* (4.2.1.4) by either:

1. Using IRS tax forms completed for the previous year, **or**
2. Anticipating earnings (4.2.5.3).

4.2.5.1 IRS Tax Forms

Don't fill out any IRS tax forms (or the responsibility of the client.

Consult IRS tax forms only if:

View History

Click on the View History link on any policy page to view its history since the 04-03 release.

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CONVERSION TIMEFRAMES

The online Medicaid Eligibility Handbook has been converted to the new format and replaces the April 30, 2004 version of the handbook with the release of this Operations Memo. The new web address for the handbook is <http://www.emhandbooks.wisconsin.gov/meh>. The April 30, 2004 version will remain available on the EM page until August 13, 2004. After that, it will still be available as a pdf, which can be accessed from the pdf Versions link in the tool bar of the new handbook.

Other Handbooks

The online FSH will be converted to the new format in September 2004. The IMM and the CWW Process Help are estimated to be online in late 2004. The web addresses for those handbooks will be released when the conversion to the new software is complete.

ATTACHMENT

Attached to this memo is the current MEH release 04-03. This release outlines the new handbook re-organization and includes a list of where the old handbook appendixes are now located in the new handbook.

CONTACTS

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.